

[REDACTED]

From: [REDACTED]
Sent: Wednesday, 31 May 2017 1:33 PM
To: Retail Electricity Inquiry
Subject: TRIM: Renewable energy use for cheaper electricity & environmental purposes

HP TRIM Record Number: D1778248

Dear Sirs,

We have been asked to respond to the following;

- difficulties in comparing retail electricity offers
- the structure and content of retail electricity bills
- the importance of price and other contract terms
- understanding of time-limited discount offers
- why businesses have switched electricity providers, the reasons for switching if they have or if they have not switched why this is so
- any misleading or deceptive conduct or other unfair trading practices that occur in the retail electricity markets
- awareness and use of electricity price comparison tools.

I would like to comment and request the governments in all states to consider the following which will then automatically resolves most problems in the area of the above;

1. Few years ago the governments started a good rebate for people who install renewable energy source such as Solar PV. Today, almost all governments have either eliminated the rebate or it is so low that you can say does not exist.
2. Few years ago when you installed solar power, you could sell the excess energy to electricity retailers/suppliers for a better rate. Today that rate is so low that does not even compare to the supply charge that you see on the electricity bills. The suppliers sell you with a high rate, but they buy from you at less than 1/10th of their rate from you. While they charge you for their supply as well, this difference between the rate is outrageous and unfair. Because they are getting paid for their supply service then why should the buying and selling rates of electricity be any different?
3. From what I have pointed out above, it seems that the governments care more about the electricity suppliers/retailers than the consumers of electricity. It also seems that the environmental impact of using fossil fuels to generate electricity is no longer a problem, while a decade ago the politicians were pushing these issues to get votes. It is unfortunate to see that instead of the governments increase the rebates to encourage the use of solar, by reducing the rebate and decreasing the selling rate of electricity generated by solar systems owned by the consumers, they are making it more difficult for consumers to go for renewable energy, hence a cheaper and cleaner energy. This hypocritical behaviour of the governments who are looking after the electricity retailers/generators more than the consumers does not leave any room for answering or commenting on the subject you have raised in this survey. If the objective of this survey is to regulate prices, make it easier on consumers including the retailers such as shops, then there is only one way. Stop looking after the fat boys who are in retail business of electricity and start looking

after the consumers who are suffering of high costs of energy which contributes to closing down their business leading to higher unemployment and destroying families. If this survey is going to honestly help us in small business, then re-start the rebate as before and balance the rates of selling and buying electricity because the suppliers are getting their supply charges for what they do. Buying rate must be equal to selling rate. or at least near it by only a few % difference.

4. All that what we have said above is against the first line of your survey; “difficulties in comparing retail electricity offers “ The difficulty in comparing the offer is due to unfair operation of electricity suppliers/retailers who are enjoying the governments support, making a small group richer and richer and consumers poor and more poor and bankrupt going out of business due to high running costs.

Nick